

U.S. PATENT APPLICATION  
Inventors: Covington et al.  
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**CLAIMS:**

1. A method for providing information in response to an inquiry submitted by a User, the method comprising:

5 identifying the User by associating the user with a predefined profile;

identifying a first search parameter based on the inquiry;

formulating a search parameter based on the user's profile and the first search parameter;

10 searching a first database for a first record relating the first search parameter; and

providing the user with the first record.